

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	0	709/223,224.ccls. and (dynamica\$5 adaptiv\$5) near4 (creat\$5 generat\$5) near4 (trouble fault) near5 (ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/07 14:19
L2	42	709/223,224.ccls. and (creat\$5 generat\$5) near4 (trouble fault) near5 (ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/07 13:44
L3	19	714/4,27,43,44,47,56.ccls. and (creat\$5 generat\$5) near4 (trouble fault) near5 (ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/07 13:48
L4	54	379/9.03.ccls.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/07 13:53
L5	10	(determin\$5 find\$5 corelat\$5) near5 (customer) near5 (fault repair) near5 (network)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/07 13:54
L6	27	(determin\$5 find\$5 corelat\$5) near5 (customer client subscriber) near5 (fault repair) near5 (network)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/07 13:54
L7	59	"709"\$5.ccls. and (creat\$5 generat\$5) near4 (trouble fault) near5 (ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/07 14:22
L8	4	(proactive near4 (repair fault) near5 (network)).ti.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/07 14:24
L9	2	(predictive near4 (repair fault) near5 (network)).ti.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/07 14:24
S1	2	"5692030".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/09/07 13:36
S2	7	(proactive near3 network near3 repair)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 08:44

S3	2	"6205563".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 13:01
S4	6	(network near3 repair near4 ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 08:47
S5	6	(fault same video same data same network) and (fault same customers) and (repair near4 ticket same list near5 customer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:22
S6	6	(fault same customers) and (repair near4 ticket same list near5 customer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 08:49
S7	7	(repair near4 ticket same list near5 customer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 08:50
S8	7	(repair near4 ticket same list near5 (client customer))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 08:50
S9	2	"5872911".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 08:52
S10	0	(dynamica\$5 adaptiv\$5) near4 (creat\$5) near4 (trouble fault) near5 (ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 09:08
S11	1	(dynamica\$5 adaptiv\$5) near15 (trouble fault) near5 (ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 09:07
S12	0	("2004/0168100"):URPN	USPAT	OR	ON	2005/08/30 09:07
S13	118	(creat\$5) near4 (trouble fault) near5 (ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 14:30
S14	2	"5790633".pn	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:13

S15	6	(fault same video same data same network) and (repair near4 ticket same list near5 customer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:25
S16	0	(fault same DSL same network) and (repair near4 ticket same list near5 customer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:24
S17	6	(video same data same network) and (repair near4 ticket same list near5 customer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:24
S18	0	(fault same DSL) and (repair near4 ticket same list near5 customer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:24
S19	6	(fault same network) and (repair near4 ticket same list near5 customer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:39
S20	6	(network) same (repair near4 ticket same list near5 customer)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:24
S21	13	(video same data same network) and (repair near4 ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:26
S22	6	(fault same video same data same network) and (repair near4 ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:25
S23	3	(service near4 impact) and (repair near4 ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:58
S24	64	(service near4 impact) same (report ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:50
S25	10	(service near4 impact) same (ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:27

S26	2	"6765864".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:33
S27	2	"6571285".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:33
S28	56	(proactive) near5 fault near5 (monito\$5 manag\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:40
S29	4	("5761502" "6012152" "6099575" "6243697"):PN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/08/30 10:46
S30	350	(customer near3 service near4 system) same (report ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:54
S31	1	(customer near3 service near4 system) same (report ticket) same (video near3 data)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:52
S32	0	(customer near3 service near4 system) same (ticket) same (video near3 data)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:52
S33	24	(customer near3 service near4 system) same (ticket) and(video near3 data)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:52
S34	133	(customer near3 service near4 system) same (ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 11:02
S35	0	(service near4 impact) and (repair near4 ticket) same (VDSL)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 11:01
S36	0	(repair near4 ticket) same (VDSL)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 10:59
S37	1	(service near4 impact) same (VDSL)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 11:00

S38	3	(service near4 impact) same (VDSL xDSL)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 11:00
S39	0	(repair near4 ticket) same (VDSL xDSL)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 13:02
S40	0	(fault near4 ticket) same (VDSL xDSL)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 11:01
S41	30	(service near4 management near4 system) same (VDSL xDSL)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 12:58
S42	1	(VDOC) same (VDSL xDSL)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 12:59
S43	0	(VIDEO/DATA NEAR3 OPERATION NEAR3 CENTER) same (VDSL xDSL)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 13:00
S44	2	"5790633".pn.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 13:56
S45	0	(repair near4 ticket) near8 (fault near3 status)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 13:03
S46	3609	(fault near3 status)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 13:09
S47	7	(proactive) near4 (performance near4 management near4 system)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 13:11
S48	9	(proactive) same(performance near4 management near4 system)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 13:15

S49	18	(proactive) same(network near4 maintenance near4 system)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 13:26
S50	9	(proactive) near5 (maintenance repair trouble) near5 (ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 13:29
S51	5	("20020087680" "20030149919" "6181679" "6636486" "6813634").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/08/30 13:28
S52	298	(proactive) near5 (maintenance repair trouble)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 13:51
S53	49	(corelat\$5 relat\$5) near4 (fault repair) near4 (customers)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 13:51
S54	2	"6907551".pn	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 13:56
S55	13	714/4.ccls. and (creat\$5 generat\$5) near4 (trouble fault repair) near5 (ticket)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2005/08/30 14:31


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1 [Development of the AT&T PersonalLink services online documentation system](#)

Ronald L. Enfield

 February 1996 **Proceedings of the 13th annual international conference on Systems documentation: emerging from chaos: solutions for the growing complexity of our jobs**

 Full text available: [pdf\(877.78 KB\)](#) Additional Information: [full citation](#), [references](#), [index terms](#)


2 [Network management capabilities for switched multi-megabit data service](#)

David M. Piscitello, Patrick J. Sher

 April 1990 **ACM SIGCOMM Computer Communication Review**, Volume 20 Issue 2

 Full text available: [pdf\(831.90 KB\)](#) Additional Information: [full citation](#), [abstract](#), [index terms](#)


This paper discusses network management capabilities for a specific BOC data service, SMDS, and the role that a BOC network providing this service can play in the overall management strategy of a subscriber owned and operated data network. The paper describes user needs for managing the computing equipment and communications services that comprise a data network, and suggests several ways in which a BOC network could offer network management features that complement and are synergistic with the ...

3 [Management of international networks](#)

Floris van den Broek, Maarten Looijen

 September 1997 **International Journal of Network Management**, Volume 7 Issue 5

 Full text available: [pdf\(188.10 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

This article outlines particularities which must be addressed when building, controlling and maintaining international networks. © 1997 John Wiley & Sons, Ltd.



4 [Knowledge based fault management for OSI networks](#)

Celia A. Joseph, A. Sherzer, K. Muralidhar

 June 1990 **Proceedings of the third international conference on Industrial and engineering applications of artificial intelligence and expert systems - Volume 1**

 Full text available: [pdf\(826.21 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)


The OSI Fault Management system (OSIFaM) is an evolving knowledge-based system for fault management of Open System Interconnection (OSI) networks. Our goal is to develop a knowledge-based tool that will reduce the expertise needed to recognize, diagnose and correct faults in OSI networks. For our first implementation, we are focusing on MAP 3.0 networks. This paper provides an overview of fault management in general, a brief survey of other fault management developments, the characteristics ...

5 A comparative study of fuzzy versus "fixed" thresholds for robust queue management in cell-switching networks

Allen R. Bonde, Sumit Ghosh

August 1994 **IEEE/ACM Transactions on Networking (TON)**, Volume 2 Issue 4

Full text available:  [pdf\(976.98 KB\)](#) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)



6 Bibliography of recent publication in computer networking

July 1989 **ACM SIGCOMM Computer Communication Review**, Volume 19 Issue 3

Full text available:  [pdf\(2.53 MB\)](#) Additional Information: [full citation](#), [index terms](#)



7 Selection criterion and implementation of a trouble tracking system: what's in a paradigm?

Dan Bloom

October 1994 **Proceedings of the 22nd annual ACM SIGUCCS conference on User services**

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8 Network management using expert diagnostics

Wayne Fuller

August 1999 **International Journal of Network Management**, Volume 9 Issue 4

Full text available:  [pdf\(1.45 MB\)](#) Additional Information: [full citation](#), [abstract](#), [citations](#), [index terms](#)


Networks have become a key component of the corporate infrastructure. Managing the networks, which often carry a diverse set of information (e.g. voice, data, video) over a diverse set of media (e.g. wire, cable, RF) with a mixture of owned and leased transmission assets that are often geographically distributed and run a diverse set of protocols, is a major challenge. One of the most promising techniques applies expert system approaches to the management of networks. Co ...



9 MARS—machine automated response system

Michael Robertson

November 1993 **Proceedings of the 21st annual ACM SIGUCCS conference on User services**

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10 Managing service level agreements

Nathan J. Muller

May 1999 **International Journal of Network Management**, Volume 9 Issue 3


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Service level agreements are increasingly being used in enterprise networks and are contracts that specify the performance parameters within which a network service is provided. In this article their application, preparation, and effects on IT departments are considered. Copyright © 1999 John Wiley & Sons, Ltd.

11 Linux in Enterprise Network Management

April 1999 **Linux Journal**

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Providing Network information to customers on an intranet saves both time and money for this international chemical company

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Robert J. Sandusky

November 1997 **Proceedings of the international ACM SIGGROUP conference on Supporting group work: the integration challenge**


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Keywords: CSCW, boundary objects, communities of practice, distributed supervisory control, information compounds, real-time supervisory control

13 Report of the IFIP/IEEE international workshop on distributed systems: operations and management

Michelle Sibilla, Fabienne Faure


April 1994 **ACM SIGCOMM Computer Communication Review**, Volume 24 Issue 2

Full text available:  [pdf\(480.26 KB\)](#) Additional Information: [full citation](#), [index terms](#)

14 From the ladder to the matrix: moving to self-directed, cross-functional work teams

Teri Adams, Jo Ella Coles, Pat McGregor

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April 1992 **ACM SIGCOMM Computer Communication Review**, Volume 22 Issue 2

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17 Help desk metamorphosis (from being despised to being valued)

Daniel E. Wilson

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18 An expert system for diagnosis and maintaining the AT&T 3B4000 computer: an architectural description

James A. Kavicky, George D. Kraft

June 1989 **Proceedings of the second international conference on Industrial and engineering applications of artificial intelligence and expert systems - Volume 1**

Full text available:  [pdf\(1.09 MB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Major computer vendors have concentrated on enhancing diagnostic and maintainability aspects of their computer systems to permit a prompt repair interval with a minimal amount of technical support interaction. This paper proposes an architectural description for an automated diagnostic and recovery expert system. The authors obtained sufficient domain knowledge of both the AT&T 3B4000 Computer and the AT&T technical support organization and chose the 3B4000 Computer as a vehicle for ...

19 Aiming for a consolidated help desk... a consultant's point of view

Kevin Balogh

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IEEE JNL IEE Journal or Magazine

IEEE CNF IEEE Conference Proceeding

IEEE CNF IEE Conference Proceeding

IEEE STD IEEE Standard

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Volume 7, Issue 6, Nov. 1993 Page(s):44 - 51
Digital Object Identifier 10.1109/65.244793
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